

Types of Indicators Used to Assess an Organization's Performance

Mission-Based indicators:

Direct or indirect measures that can be used to assess status and trends associated with the agency's mission. Cal/EPA's "mission-based indicators" are environmental indicators.

Policy indicators:

Direct or indirect measures of either mission-based or program achievements that can be used to assess the status and trends in the accomplishment of an environmental result set in a broader social, economic, cultural and political context, and that cuts across multiple mission-based issue areas. Examples include indicators relating to environmental justice, sustainability, and pollution prevention.

Program performance indicators:

Direct or indirect measures of the achievement of the intended purpose of a program, expressed as either an environmental result or a program result. Examples include number of hazardous waste sites under remediation, number of children tested for blood lead levels, number of pesticide containers recycled, and number of endangered species delisted.

Program activity and efficiency indicators:

Measures that document the level of activity or efficiency of a program. Examples include cost per permit issued, average time to process a permit, and number of participants in pollution prevention programs.

Administrative indicators:

Measures that document the effectiveness and efficiency of the functioning of the organization itself. Examples include personnel turnover and vacancy rates, and degree status of professional staff.

Reference:

Florida State University/U.S. Environmental Protection Agency, Office of Pollution Prevention, Pesticides and Toxic Substances.
Chemical and Pesticides Results Measures, January 2001. Posted at: www.pepps.fsu.edu/CAPRM/index.html